

SecuritySmart

BADGE TROUBLESHOOTING TIPS

Eligible L- and Q-cleared workers will soon get new federal security badges whose appearance is standardized throughout the federal government. But badgeholder responsibilities and the way badges work to activate badge readers will NOT change.

When a worker's badge does not activate a badgereader, there could be a number of reasons. Before calling the Badge Office, consider what the problem might be.



The problem could be...	You should...
Your Annual Security Refresher is not current. (Note: The Employee Development System automatically provides advance notice of expiration.)	Contact your group office or your training contact to find out when you last took the Annual Security Refresher. If expired, complete the Annual Security Refresher (Course #1425) available from the Virtual Training Center. If you do not have access to a computer, call your group office to make arrangements.
Your clearance status changed. Was your clearance inactivated, terminated, or downgraded?	If you need information about your clearance status, contact the PS-3 Clearance Processing Team.
Your clearance reinvestigation is due.	Contact the PS-3 Clearance Processing Team.
You recently switched to a different employer (subcontractor or LANS): • Your new employer did not submit a clearance transfer request. (Your clearance must be transferred to your new employer); or • You did not complete a Security Termination Statement with your previous employer.	<ul style="list-style-type: none"> • Ask your supervisor to verify whether a clearance transfer request was submitted to the PS-3 Clearance Processing Team. • Go to the PS-3 Clearance Processing Team and complete a Security Termination Statement.
The magnetic stripe cannot be read. Is the magnetic stripe physically damaged or could it have been demagnetized?	Go to the PS-3 Badge Office to get a new badge.
The sun is shining directly on the badge reader.	Shield the badge reader from the sun.

For More Information

Badge Status: <http://int.lanl.gov/security/personnel/badge/badgecheck/index.shtml>

Responsibilities: <http://int.lanl.gov/security/personnel/badge/standard/responsibilities.shtml>

New Federal Security Badge: <http://int.lanl.gov/security/newbadge/>

Resources

Badge Office, badge@lanl.gov

Clearance Processing Team, 667-7253, clearance@lanl.gov

Security Help Desk, 665-2002 or security@lanl.gov

View and download all Security Smarts for your safety and security meetings

<http://int.lanl.gov/security/documents/index.shtml#security-smarts>